

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: <b>Wood, Douglas</b> Serial No. <b>10/689,500</b> Filed: <b>10/20/2003</b> For: <b>“SYSTEM AND METHOD FOR ROOT CAUSE LINKING OF TROUBLE TICKETS”</b>	Group Art Unit: 2114 Examiner: ASSESSOR, Brian J.  Customer Number: <b>25854</b>
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AMENDMENT AND RESPONSE TO OFFICE ACTION

Commissioner for Patents  
Mail Stop Amendment  
P.O. Box 1450  
Alexandria, VA 22313-1450

February 13, 2007

Sir,

In response to the Official Action dated 12/07/2006, please amend the above-identified application as follows:

**A Listing of the Claims**, including any Amendments reflected therein, begins on page 2 of this paper.

**Remarks/Arguments** begin on page 5 of this paper.